3Com

Installation Guide

OfficeConnect®

Cable/DSL Gateway (3C855)

INTRODUCTION

About This Guide:

This Guide takes you through the basic steps necessary to install and configure your OfficeConnect Cable/DSL Gateway, and establish a connection from your computers to the Internet. Throughout, the OfficeConnect Cable/DSL Gateway is simply referred to as the Gateway.

Your package contains:

- One OfficeConnect Cable/DSL Gateway
- One power adapter for use with the Gateway
- Four rubber feet
- One Ethernet cable, 1m (3.28 ft) long
- One CD-ROM containing the Gateway Discovery program and the User Guide
- This Installation Guide
- One Support and Safety Information Sheet
- One Warranty Flyer

System Requirements

Before starting, you must ensure the following:

- You already have a cable or DSL broadband connection to the Internet, with a suitable modem, and that this connection works properly. The modem must have an Ethernet port for connection to your Gateway.
- You have a computer that has an Ethernet connection available and is already correctly configured for communication with the Internet. Your computer must be able to connect to the Internet via the modem, and must have a Web browser installed.
- There are no other DHCP server devices on your local network that are responsible for allocating IP addresses to your computers and other network-connected devices. Your Gateway will now perform this function by default.

If one or more of these conditions are not met, refer to the comprehensive Gateway User Guide provided on the accompanying CD-ROM for further guidance.

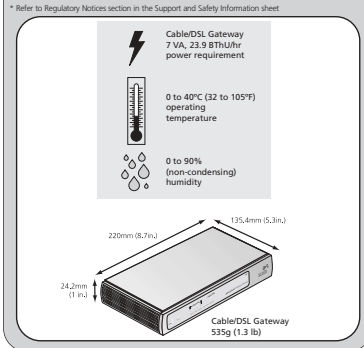
DIMENSIONS AND STANDARDS

Dimensions and Operating Conditions

Standards

Functional:	ISO 8802/3 IEEE 802.3, 802.3u	EMC:	EN 55022 Class B EN 55024 FCC Part 15 Class B* ICES-003 Class B VCCI Class B CNS 13438 Class A
Safety:	UL 1950, EN 60950 CSA 22.2 #950, IEC60950	Environmental:	EN 60068 (IEC 68)

* Refer to Regulatory Notices section in the Support and Safety Information sheet



POSITIONING YOUR GATEWAY

Safety Information

⚠ ***WARNING:*** *Please read the 'Important Safety Information' section in the Support and Safety Information sheet before you start.*

⚠ ***VORSICHT:*** *Bitte lesen Sie den Abschnitt 'Wichtige Sicherheitsinformationen' sorgfältig durch, bevor Sie das Gerät einschalten.*

⚠ ***AVERTISSEMENT:*** *Veuillez lire attentivement la section "Consignes importantes de sécurité" avant de mettre en route.*

When positioning your Gateway, ensure:

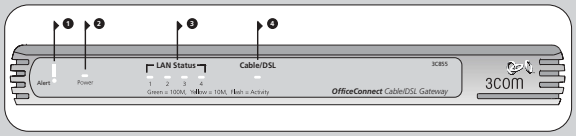
- It is out of direct sunlight and away from sources of heat.
- Cabling is away from power lines, fluorescent lighting fixtures, and sources of electrical noise such as radios, transmitters and broadband amplifiers.
- Water or moisture cannot enter the case of the unit.
- Air flow around the unit and through the vents in the side of the case is not restricted. We recommend you provide a minimum of 25mm (1in.) clearance.

Using the Rubber Feet

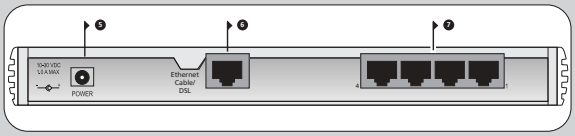
Use the four self-adhesive rubber feet to prevent your Gateway from moving around on your desk or when stacking with other flat top OfficeConnect units. Only stick the feet to the marked areas at each corner of the underside of your Gateway.

ABOUT YOUR GATEWAY

Cable/DSL Gateway - Front



Cable/DSL Gateway - Rear



1 Alert LED

orange

Indicates a number of different conditions, as described below.

Off - The Gateway is operating normally.

Flashing quickly - Indicates one of the following conditions:

- The Gateway has just been started up and is running a self-test routine, or
- The administrator has invoked the *Reset to Factory Defaults* command, or
- The system software is in the process of being upgraded

In each of these cases, wait until the Gateway has completed the current operation and the alert LED is Off.

Flashing slowly - The Gateway has completed the *Reset to Factory Defaults* process, and is waiting for you to reset the unit. To do this, remove power, wait 10 seconds and then re-apply power. The Gateway will then enter the start-up sequence and resume normal operation.

On for 2 seconds, and then off - The Gateway has detected and prevented a hacker from attacking your network from the Internet.

Continuously on - A fault has been detected with your Gateway during the start-up process. Refer to the main User Guide.

2 Power LED

green

Indicates that the Gateway is powered on.

3 Four LAN Status LEDs

green (100Mbps link) / yellow (10Mbps link)

If the LED is on, the link between the port and the next piece of network equipment is OK. If the LED is flashing, the link is OK and data is being transmitted or received. If the LED is off, nothing is connected, or the connected device is switched off, or there is a problem with the connection (refer to the "Problem Solving" section).

4 Cable/DSL Status LED

yellow

If the LED is on, the link between the Gateway and the cable or DSL modem is OK. If the LED is flashing, the link is OK and data is being transmitted or received. If the LED is off, nothing is connected, the modem is switched off or there is a problem (refer to the "Problem Solving" section).

5 Power Adapter socket

Only use the power adapter that is supplied with this Gateway. Do not use any other adapter.

6 Ethernet Cable/DSL port

Use the supplied patch cable to connect the Gateway to the 10BASE-T port on your cable or DSL modem. This port will only operate at 10Mbps in half-duplex mode.

7 Four 10/100 LAN ports

Use suitable cable with RJ-45 connectors. You can connect your Gateway to a computer, or to any other piece of equipment that has an Ethernet connection (for example, a hub or a switch). All ports will automatically adjust for the correct speed, duplex mode and cable type, which means that you can connect devices to your Gateway using either straight-through or crossover cables.

3Com

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1 INSTALLING YOUR GATEWAY

Before you install and configure your Gateway, you need the following additional information. If you do not have this information, contact your Internet Service Provider. Space is provided below for you to record this information.

If your ISP allocates IP information dynamically over PPPoE, you need your User Name and Password:

PPPoE User Name	
PPPoE Password	

If your ISP allocates fixed or static IP information, you need the following information:

IP Address	_____._____._____._____
Subnet Mask	_____._____._____._____
Default Gateway address	_____._____._____._____
DNS address	_____._____._____._____

Note: If your ISP allocates IP information dynamically over a protocol other then PPPoE, you do not need any further information.

Connecting Your Gateway

1. Connect the power adapter to the Gateway and wait for the Alert LED to stop flashing.
2. Ensure that your modem and computer are all switched on.
3. Use the supplied cable to connect the Gateway's Ethernet Cable/DSL port to the modem. Check that the Cable/DSL Status LED lights.
4. Connect your computer to one of the 10/100 LAN ports on the Gateway. Check that the LAN Port Status LED lights.

   Refer to Figure 6 for an example configuration.

2 CHANGING YOUR COMPUTER'S CONFIGURATION

You may need to make some changes to the configuration of your computers in order to communicate with the Gateway.

PPPoE Client Software

If you have PPPoE client software installed on your computer, you will need to disable it. To do this :-

1. From the Windows Start menu, select *Settings* > *Control Panel*.
2. Double click on *Internet Options*.
3. Select the *Connections* Tab. A screen similar to Figure 1 should be displayed.
4. Select the *Never Dial a Connection* option.

You may wish to remove the PPPoE client software from your computer to free resources, as it is not required for use with the Gateway.

Figure 1

Obtaining an IP Address Automatically

Follow the instructions below for your particular operating system to ensure that your computers are configured to obtain an IP address automatically.

For computers using Windows 2000:

1. From the Windows *Start* Menu, select *Settings* > *Control Panel*.
2. Double click on *Network* and *Dial-Up connections*
3. Double click on *Local Area Connection*.
4. Click on *Properties*.
5. A screen similar to Figure 2 should be displayed. Select Internet Protocol TCP/IP and click on *Properties*.
6. Ensure that the options *Obtain an IP Address automatically*, and *Obtain DNS servers automatically* are both selected as shown in figure 3. Click *OK*.
7. Restart your computer.

Figure 2

Figure 3

For computers using Windows 95, 98 and ME:

1. From the Windows *Start* Menu, select *Settings* > *Control Panel*.
2. Double click on *Network*. Select the *TCP/IP* item for your network card as shown in figure 4 and click on *Properties*.
3. In the TCP/IP dialog, select the *IP Address* tab, and ensure that *Obtain IP address automatically* is selected as shown in figure 5. Click *OK*.
4. Restart your computer.

Figure 4

Figure 5

3 CONFIGURING YOUR GATEWAY

Running the Configuration Wizard

1. If you haven't already done so, restart your computer.
2. Launch your web browser and attempt to contact the Gateway by typing the following URL in the location bar: **http://192.168.1.1**, If you are able to access the Login page, then your computer has correctly received an IP address from the Gateway.
3. Login using the default password *admin*. The Wizard will attempt to launch automatically, but if it fails, select the *Wizard* tab and click on the *Wizard...* button.
4. Where possible, the wizard will recommend settings for most parameters. However, there are some settings which you must provide. Most of these will have been provided to you by your ISP when you set the account up. Refer to section 1 for details.
5. By default, 3Com recommends that you leave the LAN IP address for the Gateway as 192.168.1.1. However, if you should choose to change it, make a note of the new address :

Gateway's LAN IP Address	_____._____._____._____

6. When the DHCP Server Settings page is displayed, make sure that the *Enable the DHCP Server with the following settings* option is selected.

Connecting to the Internet

When the Wizard has completed, attempt to browse to an Internet web site, such as **www.3com.com**. If you can successfully access this site, then your computer, Gateway and internet modem have been correctly configured.

Refer to the Problem Solving section if you cannot make contact with the Gateway or the Internet.

Connecting Additional Computers

You may now connect additional computers to the remaining 10/100 LAN ports on the Gateway. Ensure that each computer you connect to the Gateway has been configured as described in section 2. You should restart each computer whilst it is connected to the Gateway before you try to use it to access the Internet.

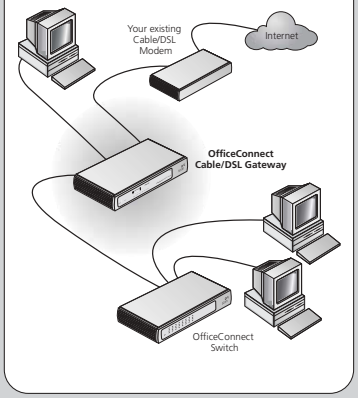

Figure 6

Example Network with OfficeConnect Cable/DSL Gateway.

PROBLEM SOLVING

If you are experiencing difficulties with your installation, try the following:

- **Ensure all networking equipment is switched on.** The Gateway should be showing a green Power LED. If it is not, check the power adapter connection. Do not use any power adapter with your Gateway other than the one supplied.
- **Ensure the Cable/DSL Modem is connected.** The Gateway should be displaying a yellow Cable/DSL Status LED. If no LED is displayed, check that your modem is switched on and that it is connected to the Cable/DSL port with an Ethernet cable.
- **Ensure that the computer is connected to the Gateway.** The Gateway should be displaying a green or yellow LAN Status LED. If it is not, check that the computer is connected to one of the Gateway's LAN ports with an Ethernet cable.
- **Ensure your computer is configured correctly.** Make sure that the computer obtains an IP address automatically. See Section 2 for details. Ensure that the NIC card is configured for autonegotiation.
- **Ensure that you do not have a web proxy enabled on your computer.** Go to the *Control Panel* and click on *Internet Options*. Select the *Connections* tab and click on the *LAN Settings* button at the bottom. Make sure that the *Use Proxy Server* option is unchecked.
- **If you are unable to access the Gateway's Web interface.** Launch a web browser and enter **http://192.168.1.1**. If you chose a different IP address, use that instead. Ensure that you include the **http://** prefix.
- **If you cannot remember the Gateway IP address.** Run the Gateway Discovery application from the CD-ROM. This will always connect you to the Gateway.

For further Problem Solving and Technical Support information, refer to the Gateway User Guide

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